



# Customer Feedback Panel Update

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# An update from the Customer Feedback Panel

The Customer Feedback Panel is almost a year old and in the last 12 months the group of residents involved have been meeting every month to review and feedback on organisational policies and processes.

Since April last year they have carried out a review of the Pet Policy and given their honest views on how the information reads to tenants in order to ensure it is clear and useful.

They have also carried out a review of the complaints policy and have learned how the ombudsman influences the actions Alliance has to take in relation to serious complaints, but also to make sure we put processes in place that meet customer expectations when they call in to report any concerns.

The next item on the agenda to get an introduction to the Anti Social Behaviour team and learn how cases are managed once they are reported, with a view to giving us insight if they as a customer would be satisfied with the actions taken.

